

## **ATTACHMENT G**

### **CLIENT REFERENCES**

As part of the response to this proposal, Offerors are required to submit three (3) client references. Offerors will supply the information and must make copies of client reference forms equal to the number required and forward them to each client reference company.

Offerors may use any desired client references, but the project references must fit the scope, complexity, and relevance to the required services of the RFP. The three (3) client reference surveys **MUST** be from projects, which were completed after 1/1/98, or are scheduled to be completed within 3 months or 90% or more complete (whichever is closer) of the proposal due date.

All three (3) Client Reference Surveys **MUST** be included in the original technical volume as part of the Offeror's proposal as follows:

- i. To ensure accuracy, Offerors must complete all the Project Header Information, prior to sending out the Client Reference Survey to the organization providing the reference.
- ii. Client Reference Surveys should be completed **INDEPENDENTLY** by the organization providing the reference. Please **DO NOT** use subsidiaries or any other entity within your company as a Client Reference.
- iii. The individual completing the Client Reference Survey should sign the completed survey with an **ORIGINAL SIGNATURE**.

## STATE OF MARYLAND TECHNICAL SERVICES PROCUREMENT CLIENT REFERENCE SURVEY

### INSTRUCTIONS:

- The State of Maryland is developing a Statewide Consulting Services Procurement Contract. Proposals from Offerors **MUST** contain your completed and signed Client Reference Survey. The State will use your feedback to help determine qualifications for vendor(s) who use you as a client reference.
- Clients may refuse to complete this form. Refusal should be noted on the form. Offerors may supply certain basic information about your project and the State of Maryland may contact you directly.
- The individual completing the Client Reference Survey should sign the completed survey with an **ORIGINAL SIGNATURE**.
- In order to maintain confidentiality of the completed Client Reference Surveys the individual completing the Client Reference Survey should return it to the vendor in a sealed envelope. In addition, the individual completing the Client Reference Survey should sign their name on the envelope seam.

The survey form has project header information and eight questions. Project header items include project name/title, brief description of project, start/end dates into which this project fits. Following the header information, each of the eight questions has a sliding scale for you to rate the vendor and an area for specific comments. The number on the scale which corresponds to the performance you experienced is to be circled, and comments appropriate to each question may be added. Each question is weighted according to importance. See assigned percentages. When answering the questions, consider only that form's intended category. The following definitions are to be used for the rating values on the sliding scale:

- 10 -- Consistently exceeds customer expectations (more than 91% and above of the time)
- 9 -- Frequently exceeds customer expectations (between 81% and 90% of the time)
- 8 -- Occasionally exceeds customer expectations (between 71% and 80% of the time)
- 7 -- Meets customer expectations (between 61% and 70% of the time)
- 6 -- Occasionally fails to meet customer expectations (between 51% and 60% of the time)

- 5 -- Fails to meet customer expectations (between 41% and 50% of the time)
- 4 -- Fails to meet customer expectations (between 31% and 40% of the time)
- 3 -- Fails to meet customer expectations (between 21% and 30% of the time)
- 2 -- Fails to meet customer expectations (between 11% and 20% of the time)
- 1 -- Fails to meet customer expectations (between 1% and 10% of the time)
- 0 -- Never meets customer expectations

## CLIENT REFERENCE EVALUATION FORM

To ensure accuracy. Offerors must complete all the Project Header information prior to Question One (1), before sending out the Client Reference Survey to the organization providing the reference.

### PROJECT HEADER INFORMATION:

Name of Organization Providing Reference: \_\_\_\_\_

Name of Contractor for which you are supplying a Client Reference:

\_\_\_\_\_

Project Name/Title: \_\_\_\_\_

Brief Description of Project: \_\_\_\_\_

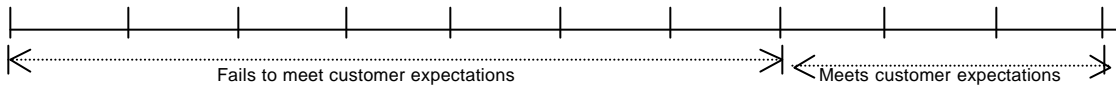
\_\_\_\_\_

Project Start Date (Month/Year): \_\_\_\_\_

Project End Date (Month/Year): \_\_\_\_\_ (End Date cannot be earlier than 1/1/98 or scheduled to be completed within 3 months or 90% or more complete (whichever is closer).

1. How would you rate the Contractor's philosophy and attitude toward your company as a client? **5%**

0      1      2      3      4      5      6      7      8      9      10

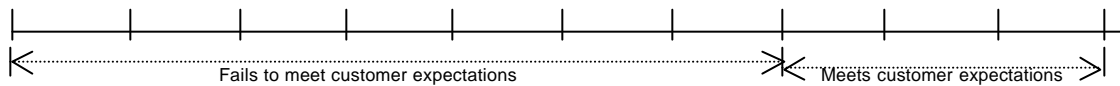


Comments: \_\_\_\_\_

\_\_\_\_\_

2. How would you rate the Contractor's performance on your specific project, relative to understanding your business practices and standards? **10%**

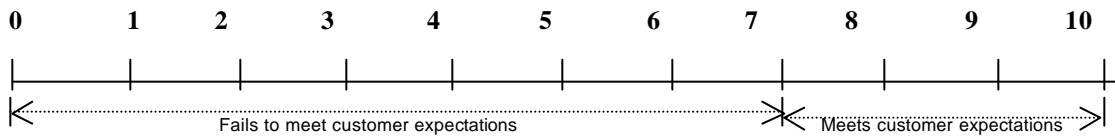
0      1      2      3      4      5      6      7      8      9      10



Comments: \_\_\_\_\_

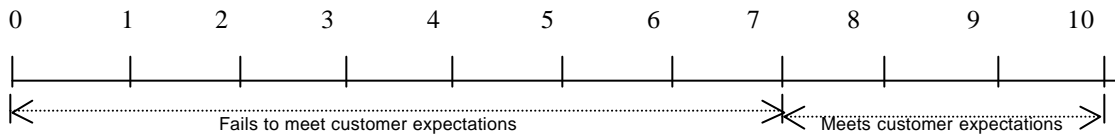
\_\_\_\_\_

3. How would you rate the Contractor's performance in the use of advanced technology and commitment (adherence) to "best practices" related to IT architecture standards and practices on your specific project? **10%**



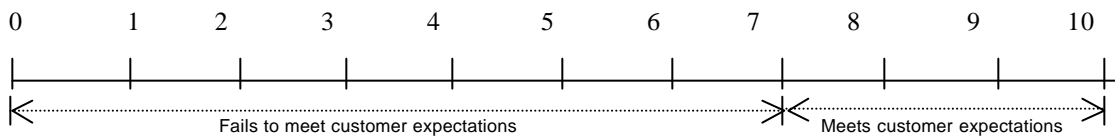
**Comments:** \_\_\_\_\_  
\_\_\_\_\_

4. How would you rate the Contractor's performance on the services and deliverables required for your specific project? **20%**



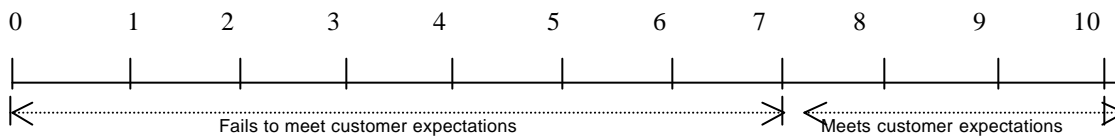
**Comments:** \_\_\_\_\_  
\_\_\_\_\_

5. How would you rate the Contractor's estimating and actual performance on the budgeting aspects of your specific project? **15%**



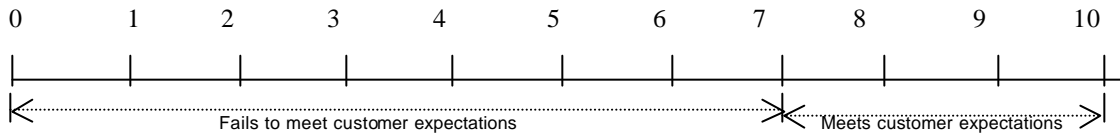
**Comments:** \_\_\_\_\_  
\_\_\_\_\_

6. How would you rate the Contractor's estimating and actual performance on the scheduling aspects of your specific project? **10%**



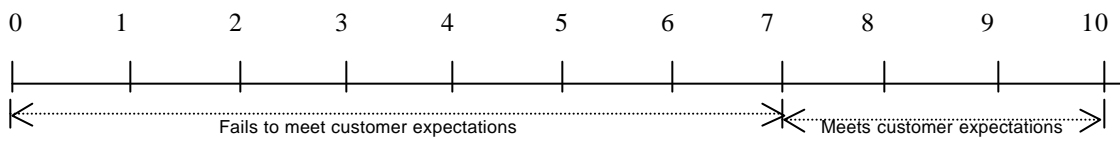
**Comments:** \_\_\_\_\_  
\_\_\_\_\_

7. How would you rate the Contractor's performance on providing adequate staffing, including the education and certification attributes, and other resources needed for your project? **10%**



**Comments:** \_\_\_\_\_  
\_\_\_\_\_

8. How would you rate the Contractor's overall performance on your specific project? **20%**



**Comments:** \_\_\_\_\_  
\_\_\_\_\_

<b>COMPANY:</b> _____	<b>SIGNATURE:</b> _____
<b>DATE:</b> _____	<b>TITLE:</b> _____